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Library Mission & Vision Statement

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Conway Public Library's Mission Statement

To equip every community member in their pursuit of knowledge through collections, programs, and services, fostering life-long learning, community engagement, and a vibrant cultural life in the Valley.

Conway Public Library's Vision Statement

The library is a town hub that supports ever-changing community needs. Through greater awareness, the library will be better known as a reliable, trusted and inclusive resource.



Freedom to Read Statement

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The freedom to read is guaranteed by the Constitution and is essential to our democracy.

The Conway Public Library is committed to facilitating access to constitutionally protected information, without censorship or scrutiny. In a democratic society, free and open access to information gives people the resources necessary to participate in the political process and strive towards self-improvement. Individuals must be sufficiently knowledgeable to make informed decisions. Libraries provide their users with necessary information through a wide selection of materials from varying points of view. By collecting, organizing, and disseminating human expression in all its recorded formats, libraries are our society's most visible commitment to free speech, self-education, and self-government.

As members of a profession committed to the free and equitable access of information, librarians have a profound responsibility to give validity to the freedom to read by avoiding limits on the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that free communication is essential to the preservation of a free society. Because of this belief, the Library will not infringe upon any individual's freedom to read, and will continue to provide access to information without judgment or unnecessary barriers.

The Library recognizes and firmly protects a parent's right to choose, without interference, what information is appropriate for their own children. We enthusiastically encourage and provide resources for parents to actively engage with their children in their reading and learning. Therefore, the use and access of library materials by minors is solely the responsibility of each minor's legal guardian.

In accordance with the American Library Association's Library Bill of Rights, the Conway Public Library and its Board of Trustees affirm that all libraries are forums for information and ideas, and that the following basic principles shall guide its services to patrons and the community:

- Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views or those contributing to their creation.
- Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- Libraries should challenge censorship in the fulfillment of their responsibilities to provide information and enlightenment.
- Libraries should cooperate with all persons and groups concerned with resisting abridgement of free expression and free access to ideas.
- A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
- Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted by the Conway Public Library Board of Trustees on May 16th, 2023.



Confidentiality of Library Records

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The policy of the Conway Public Library is to preserve the confidentiality of patron registration, circulation, and usage records. Library staff will release patron registration and circulation information only to the registered cardholder to whom that information pertains and only upon presentation of a proper valid library card or other sufficient identification.

No cardholder records will be made available to federal, state, or local law enforcement agencies except by valid warrant, subpoena, court order, or other appropriate official direction as required by law. Upon receipt of such process, court order, or subpoena, the Library Director and/or the Library Trustees will consult their legal counsel to determine if such is in proper form and if there is a showing of good cause for its issuance.

The Conway Public Library complies with the New Hampshire library records confidentiality statute, which states:

I. Library records which contain the names or other personal identifying information regarding the users of public or other than public libraries shall be confidential and shall not be disclosed except as provided in paragraph II. Such records include, but are not limited to, library, information system, and archival records related to the circulation and use of library materials or services, including records of materials that have been viewed or stored in electronic form.

II. Records described in paragraph I may be disclosed to the extent necessary for the proper operation of such libraries and shall be disclosed upon request by or consent of the user or pursuant to subpoena, court order, or where otherwise required by statute.

III. Nothing in this section shall be construed to prohibit any library from releasing statistical information and other data regarding the circulation or use of library materials provided, however, that the identity of the users of such library materials shall be considered confidential and shall not be disclosed to the general public except as provided in paragraph II.

- Section 201-D:11 Library User Records; Confidentiality

To ensure the privacy and confidentiality of individual library use records, patrons are advised to not share their library cards or library account information with others. The Conway Public Library deems patrons who allow third persons to use their library cards or library account information to have consented to the access of their private and confidential library use records by such users.



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With regard to minors (0-17 years), the cardholder and only the parent/guardian who registered the minor for a library card, thereby assuming responsibility for the items checked out on it, will be given information pertaining to the minor's account.

Records will be expunged (circulation, program attendance, etc.) when the information is no longer needed or upon expiration of any records retention requirements. The Library has no control over any data that a Library computer user sends to another computer server during an Internet session. Transactions are erased regularly; however, data can remain on the hard drive and confidentiality of this data cannot be assured.

Nothing in this policy shall prevent authorized Library staff from using Library records in the administration of their regular duties.

Under New Hampshire law, Section 202-A:25, Detaining Books, it is a summary offense to retain library property after being notified to return it. In the event of theft or retention of library materials after notice to return, the Library will release to the appropriate law enforcement officers, court officers, or collection agencies the relevant patron records, including the name and address of the person committing the offense and a list of materials stolen or retained with the replacement costs.

*These records include, but are not limited to, patron registration data, circulation records, overdue and reserve records, participation in library-sponsored programs, records of library visits, Internet or other computer use or access, and/or data that contain information that links a specific patron to specific materials or services used.

**Adopted by the Conway Public Library Board of Trustees on February 14th, 2006,
rev. 6/13/06, rev. 5/07/08, rev. 6/10/09, rev. 05/18/10, rev. 4/11/12.**



Credit Card Use

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A. Purpose:

To establish the Policy and Procedures for the use of a Library credit cards by the Library Director or their designee. These procedures are intended to accomplish the following:

- i. To ensure that the procurement with credit cards is accomplished pursuant to the policy and procedures established by the Library Trustees as may be appropriate.
- ii. To enhance productivity, significantly reduce paperwork, improve internal controls and reduce the overall cost associated with approved purchases as listed below.
- iii. To ensure appropriate internal controls are established within the department procuring with credit cards so that they are used for authorized purposes only.
- iv. To ensure that the Town bears no legal liability from inappropriate use of credit cards.

B. Scope:

The Trustees will make all decisions regarding the issuance of individual cards and the establishment of any and all additional controls of their use. The limit on each card shall be no more than \$5,000.

C. Policy:

- i. Library credit cards may be used for the following purchases:
 - a. Materials, supplies and equipment
 - b. Registrations
 - c. Travel and/or training expenses, other items specifically authorized by the Library Director. The Treasurer or Chairperson must approve each use of the credit card. The Director will seek permission from the Treasurer or Chairperson. Approval may be given verbally or via email.
- ii. The credit card will not be used for personal purchases of any kind. Use of credit cards for personal purchases or expenses with the intention of reimbursing the Library is prohibited.
- iii. Splitting of charges to avoid the transaction limit set for the credit card is prohibited.
- iv. Department heads are required to authorize payment of the charge on their receipts. This includes charges made by any designated individual.
- v. No cash advances (ATM, traveler's checks, money orders, etc) are allowed using the credit card.
- vi. The credit card is not to be used to pay invoices or statements of any kind.



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- vii. All purchases made with credit cards shall be paid for within the grace period so that no interest charges or penalties will accrue.
- viii. Any incentive program benefits derived by the use of the Library credit card will be the property of the Library. The Library Director will determine the use of such incentive program benefits.
- ix. Staff will take all measures necessary to ensure the security of the credit card and the card number. Cardholders shall not give their credit card number to others to use on their behalf.
- x. Lack of proper documentation or authorization may result in loss of credit card privileges and /or personal liability.
- xi. Misuse of a Library credit card by an authorized employee may result in loss of the credit card and/or disciplinary action against the employee, up to and including termination of employment.
- xii. The cardholder will provide all information required by the financial institution issuing the card in order to receive a Library credit card.

D. Procedures:

- i. Each authorized cardholder must sign an Agreement to Accept Library Credit Card prior to issuance of the credit card. Forms will be kept on file in the employees personnel files.
- ii. When using the credit card, the cardholder should:
 - a. Ensure the goods or services are budgeted and allowable.
 - b. Determine if the intended purchase will be within the cardholder's credit card limit.
 - c. Tell the merchant or supplier that the purchase will be made using the credit card issued through the Conway Public Library.
 - d. Inform the merchant that the purchase is tax exempt. The tax exempt number is 02-6000187.
 - e. The cardholder is responsible for managing any returns or exchanges to ensure proper credit is received for returned merchandise. The cardholder should contact the vendor to obtain instructions for returns and make sure that proper credit is received.
- iii. If a credit card is lost or stolen it shall be reported to the Library Director immediately after discovery.
- iv. Upon separation of employment, cardholders shall surrender their Library credit card

Adopted by the Conway Public Library Board of Trustees on May 15th, 2017.



Cybersecurity

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A. Purpose:

The purpose of the policy will be to develop standards for the protection of information the library collects and keeps from the public, the intellectual property created by the staff for the operation of the library, how the library works with third party vendors who use library data, and the training of staff on cybersecurity.

B. Information Provided to the Library by the Public

The Library will request and store as little data as possible from the public, with the sole purpose being for the following reasons. The purpose of collecting personal information from the public is to establish who is eligible for a free library card, contact the patron if they have an item waiting for checkout, and to inform them about upcoming events and news.

C. Library Intellectual Property

The Library will take every reasonable precaution to ensure that any confidential information that is kept by the Library for any purpose is safeguarded from unauthorized access.

D. Working with Third Party Vendors

Many of the systems used by Library staff and members of the public are managed by third party vendors. Some of these systems involve authentication through our Integrated Library System. Library staff will work with vendors to ensure that only the bare minimum amount of information necessary to use the service in question will be shared.

The Library may choose not to work with a vendor if in the opinion of the staff they are not effectively protecting patron data.

E. Password Management

Library staff shall implement a password management system and will follow industry best practices for password strength.



Cybersecurity

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F. Compliance and Enforcement

It is the responsibility of all staff members to protect the technology and information assets of the library including devices, computer software, files and data, from unauthorized access, theft, or destruction. The library reserves the right to examine or monitor any or all computer systems and devices under its control as deemed necessary to ensure the security of such systems or to enable forensic efforts to be initiated in the event of a breach.

G. Staff Training

Staff shall attend at least one computer security training per year.

H. Annual Review

The Trustees shall review this policy annually for the next three years.

Adopted by the Conway Public Library Board of Trustees on May 16th, 2023.



Exhibits & Displays

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Exhibit space is available in the Ham Community Room for community organizations and individuals engaged in educational, cultural, intellectual, or charitable activities. Proposed exhibits must be within the public interest and consistent with the role of the Conway Public Library. Exhibits and displays advocating a commercial enterprise or political or religious position are prohibited.

Access to all groups or individuals will be on an equitable basis. Requests for exhibits shall be directed to the librarian designated by the Library Director to schedule displays in compliance with this policy. If necessary, the Library Director will make a final determination of compliance.

Although every effort will be made to avoid conflicts in scheduling, Library displays and exhibits will take precedence over any other use of the display or exhibit, possibly without prior notification.

The presence of a particular display does not necessarily indicate that the Library either advocates or endorses the viewpoints of the exhibits or exhibitors.

Additional Conditions of Display

1. Displays must conform to the space restrictions of the assigned area and be securely affixed to the metal fixtures provided by the Library.
2. Individuals and organizations providing materials for displays will be acknowledged with a sign, not larger than 11" x 17", indicating who is providing the display. Exhibitors may submit biographical and exhibit specific information to the librarian designated by the Library Director to schedule displays. When possible, this information will be used in the Library's programming publicity. Exhibitors are responsible for making their contact information available for visitors.
3. The exhibits and displays are not available for commercial use. Items relating to the exhibit, such as prints or note cards, may not be available for sale as part of the display. Any prices of artwork on display may only be noted in an exhibitor's accompanying portfolio, pamphlet, brochure, or booklet. Prices may not be directly on or near the items on exhibit.
4. Displays may be in place for up to four weeks. The Library reserves the right to limit the frequency, length, and placement of exhibits.
5. The Library assumes no responsibility for damage to or theft of the items showcased. All items placed in the Library are done at the owner's risk.
6. The owner of the displayed items is responsible for retrieving the items at the conclusion of the display period or earlier if notified.

**Adopted by the Conway Public Library Board of Trustees on February 14th, 2006,
rev. 6/13/06, rev. 5/07/08, rev. 6/10/09, rev. 06/15/10.**



Gifts & Donations

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The Conway Public Library's Board of Trustees encourages private support of the Library's collection, programs, and services. The Trustees appreciate such generosity and recognize that donations enhance the Library and enrich our community.

A. Donations of Materials

The Library welcomes gifts of books, pamphlets, periodicals, and media with the understanding that they will be evaluated by the same selection standards that apply to purchased materials. In addition, duplication, the cost of processing, availability of shelf space, lack of sufficient community interest, and the physical condition of a donated item may prevent the addition of materials to the collection.

The Library reserves the right to interfile gifts with other collections on the same subject in order to ensure that all collections are organized and classified in a manner best suited for public access. In addition, materials added to the collection become the sole property of the Conway Public Library to use or dispose of as it sees fit.

Gifts of materials also are accepted with the understanding that items which are not added to the collection may be given to the Friends of the Conway Public Library for book sale purposes or disposed of at the discretion of Library Director and/or designated Library staff. Proceeds from the Friends of the Conway Public Library book sales support Library programs and services.

B. Monetary Gifts

The Library welcomes monetary gifts including cash, stocks, bonds, and endowments. Depending on the amount of the gift, it may be subject to the approval of the Board of Trustees.

Monetary gifts given without restrictions will be utilized to purchase materials or equipment, support Library programs, or in other ways that the Board of Trustees, in consultation with the Library Director, deem appropriate.

Prior to their acceptance, monetary gifts given with specified restrictions will be submitted to the Board of Trustees. All donor restrictions must be submitted in writing.



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C. Other Gifts

Personal property, such as art, antiques, and collectibles, as well as real property may be accepted at the discretion of the Board of Trustees, in consultation with the Library Director, with the understanding that they may be sold, given away, or disposed of. Any proceeds derived from such disposal may be used by the Library in a way consistent with the original gift.

The Library will not appraise or estimate the value of gift donations for income tax or other purposes. Any letter of acknowledgement will not contain a statement of value.

D. Naming of Library Facilities

The Library Board of Trustees has the authority to name collections, additions, rooms, or other significant areas within the Library or on library grounds. If at any time the donor, or his or her name, may compromise the public trust or reputation of the Conway Public Library, the Library Board of Trustees reserves the right to remove the name or return the contribution.

**Adopted by the Conway Public Library Board of Trustees on February 14th, 2006,
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Henney History Room

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The Henney History Room contains materials related to the history of local communities and region. Acceptance of materials will be at the discretion of the Board.

Income from the Nella Braddy Henney History Room Fund will be used to defray the expenses of maintaining, operating and improving the room and its contents.

Use of the room is limited to individuals using materials stored in the room. Access to the room is based on a schedule determined by the Board. A staff member will be in attendance while the room is in use.

General assistance with the resources of the collection is provided; however the Library does not trace complete family histories or conduct in-depth research for patrons. Requests from non-card holders will be processed as time and resources allow at the discretion of the library staff.

Ready reference questions will be handled by telephone, e-mail, via the United States Postal Service, or in person as time allows. Patrons should come to the Library to obtain additional information.

As a general rule the Henney History Room will not keep any materials on "deposit" or "permanent loan." Under certain and extremely limited circumstances, and at the discretion of the Director, HHR may keep items it does not own. If CPL chooses to house a collection it does not own there must be a written agreement between the owner and CPL that holds CPL harmless in the event the materials in question are lost, damaged, or stolen. The owner of the material must also have the materials appraised and insured. In addition to this CPL will charge a yearly rate, to be determined by the Board of Trustees, for storage and access to the materials.

Many of the library's historical and genealogical resources are available online at the library's website.

**Adopted by the Conway Public Library Board of Trustees on February 14th, 2006,
rev. 6/13/06, rev. 5/07/08, rev. 6/10/09, rev. 6/16/14.**



Historical Materials on Loan

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A. Objective

To provide guidelines by which the Conway Public Library collections may be loaned to institutions for educational and/or scholarly research purposes.

B. Policy

Consistent with its mission, the best practices of the museum and library profession, and providing for the safety of the collections, the Conway Public Library seeks to provide maximum public access to collections of library materials and objects it holds in trust for the public. Loans of collection items will be made to appropriate institutions for approved non-profit educational or scholarly research purposes. Considerations governing loans of collection items are: the care and security of the collections, condition and value of the object(s), and importance of the items to the educational purposes of the loan request. The Library may therefore, lend object(s) from its collections for a specified period of time for exhibition, conservation or research purposes. Interlibrary loans are governed by a separate policy.

When judged that the public good will be served, the Library will lend its collections with the following provisions:

1. In order to avoid jeopardizing existing exhibitions, programs or activities, loan requests must be made in writing to the Conway Public Library at least six months prior to the date needed.
2. Borrowers will include all information relevant to the loan including a written description of intended use and an American Association of Museums (AAM) Standard Facilities Report.
3. Loans must be approved by the Library Director.
4. Care and preservation of objects held in trust by the Library are of primary importance. The Library's curatorial staff will determine if the condition of the object(s) qualifies it for travel and/or exhibition.
5. The borrower must comply with the terms of the Library's loan agreement. Based on an AAM Standard Facilities Report, the borrower must comply with the Library's requirements regarding insurance, security, fire protection, environmental conditions, packing and shipping arrangements, and professional practices on the premises.



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6. The borrower is financially responsible for the Library's object(s) while in transit and while on the borrower's premises. They will pay for all costs related to conservation, packing, shipping and insurance.
7. All packing and shipping methods must meet professional standards and be approved by the Library. The borrower may be required to pay for packing by methods and personnel chosen or approved by the Library. Packing for return shipment must be in the same manner as the original packing.
8. The borrower shall insure all loan items from door to door at the full value stated by the Library, and provide the Library with a Certificate of Insurance. A certificate must be on file with the Henney History Room (HHR) Curator before an object can be released.
9. Loaned objects will receive a high standard of care and consideration, the same as that received by similar objects in the borrowing institution's collection. When placed on public exhibition, they must be displayed in a manner providing maximum security.
10. Only appropriately trained personnel will be permitted to handle, move or unpack loaned objects.
11. Loaned objects may not be altered, embellished, repaired, conserved or cleaned by the borrower without the written permission of the Director.
12. Borrowed items may not be photographed, duplicated or copied in any way without the written permission of the lender.
13. Any damage to an object will immediately be reported to the Library. The borrower will make a photographic record of the damage as soon as possible.
14. The Library's credit line must be included in all exhibition labels, news releases and publications associated with the object(s).
15. The object(s) will be returned to the Library when the purposes of the loan have been completed, even though the specified period of the loan may not have expired.
16. Loans may be renewed for a reasonable period of time, provided that a written request is received at least thirty (30) days before the loan termination date.
17. All long-term loans (exceeding one calendar year) will be monitored and reviewed annually by the Director.
18. The Library reserves the right to request the return of an object on loan at any time and to set a time limit for the return of the loan.

Adopted by the Conway Public Library Board of Trustees on October 17th, 2017



Internet & Computer Use

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A. Purpose

Throughout its history the Conway Public Library has made information available in a variety of formats. To fulfill our mission, the Conway Public Library provides access to a broad range of information resources, including those available through the Internet. The Internet, as an information resource, enables the library to provide information beyond the confines of its own collection. It allows access to ideas, information, and commentary from around the globe.

B. Internet Use Policy

This policy applies to everyone who uses the public access computers and wireless connections in the Conway Public Library to access the Internet.

C. Responsibilities of Computer Users

The Conway Public Library does not monitor and has no control over the information accessed over the Internet. The Internet offers access to many valuable local, national, and international sources of information. The Internet is a powerful tool for finding information, but other library resources may be more appropriate for locating some information in a timely manner. Additionally, some Internet sites, particularly databases, are unavailable because of limited access. However, as with printed publications, not all sites on the Internet provide accurate, complete, or current information. A good information consumer evaluates the validity of information found.

The Internet is a global entity with a highly diverse user population and information content; library patrons use it at their own risk. The library assumes no responsibility for information available through the Internet, which patrons may find to be inaccurate, offensive, and/or illegal. The library upholds and affirms the right of each individual to have access to constitutionally protected material.

The Library affirms the right and responsibility of parents to grant, and monitor their children's use of library materials and resources. Supervision or restriction of a minor's access to the Internet is the responsibility of the parent or legal guardian. The Conway Public Library does not have the right or the responsibility to act in loco parentis. Those parents who believe their children cannot responsibly use the library's Internet access workstations or wireless networks should monitor their children's Internet use.



Internet & Computer Use

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Computer users are warned that the library's public access computers and wireless networks are not secured. The library cannot assure the confidentiality of credit card or other personal information transmitted through library computers. The Library affirms the right and responsibility of parents to inform, teach, and instruct their children not to disclose personal information to strangers in any form of electronic communication.

Computer users may not download software onto library computers. Manipulation of library operation systems, setups, files, or configuration of the software or hardware is forbidden.

Computer users may not use any library computer for any illegal or criminal purpose including but not limited to harassment, stalking, pornography, or scams. Computer users may not display materials that by community standards are obscene.

D. Copyright

U.S. copyright law (Title 17, U.S. Code) prohibits the unauthorized reproduction or distribution of copyrighted materials, except as permitted by the principles of "fair use". Computer users may not copy or distribute electronic materials (including text, images, programs, data or files) without the explicit permission of the copyright holder. Any responsibility for and consequences of copyright infringement lies with the computer user; the library expressly disclaims any liability or responsibility resulting from such use.

E. Computer Use Policy

This policy applies to all users of the Conway Public Library public access computers and WIFI network.

F. Rules governing the use of library workstations

All users of electronic information resources are expected to use these resources in a responsible manner, consistent with the educational and informational purposes for which they are provided, and to follow the library's basic guidelines for the use of computers.

1. To use a library computer workstation all users must accept the Computer Use Policy. Prior to the launch of every session on a library computer workstation, the Computer Use Policy is displayed on the monitor for users to read and accept. To launch a session the user must indicate acceptance of the policy by clicking on the "accept" button.



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Refusal to accept the policy will result in no computer session for the user. Children ages 10 and up may use library computer workstations unattended.

2. Computer users may use their own USB devices on specified library computers.
3. No more than two people may sit together at any one computer.
4. Computer users must use earphones or earbuds when sound accompanies a given site.
5. Users will be personally responsible for any materials ordered via the Internet. They will pay for these items with a credit card. The library will not be responsible for these costs.
6. Computer users may not obstruct other people's work by tampering with any library workstation. Computer users may not make any attempt to damage computer equipment or software, to alter software configurations, or to degrade system performance. Computer users may not install software on library workstations or copy software from a library workstation. Any damage to the computer or its peripheral devices is the responsibility of the user. Damage deliberately done to other computers, networks or products accessed through the library's Internet connection will be traced and the perpetrator will be prosecuted to the full extent of the law.
7. Computer users may not use any library workstation or wireless network for any illegal or criminal purpose. Computer users may not engage in any activity that is deliberately or maliciously offensive, libelous or slanderous. Users may not send, receive, or display graphics which may be construed as pornographic.
8. Computer users may not violate copyright laws or software licensing agreements in their use of library workstations or wireless network.

G. Termination or prohibition of Computer User Access

Violations of the Internet & Computer Use Policy and Guidelines may result in loss of access or library privileges. Unlawful activities will be dealt with in a serious and appropriate manner by the responsible law enforcement agencies, which will be notified of any such activities brought to the attention of library personnel. When library employees believe that a computer user has failed to comply with the Internet and Computer Use Policy and Guidelines, they are authorized to terminate any computer user's access session. If someone has been asked on one previous occasion to quit an inappropriate site, this user will be banned from the library for up to six (6) months. A computer user may be permanently barred from Internet access from the library by the Library Director. These decisions may be appealed to the Library Board. Requests for reinstatement of Internet privileges will be made to the Library Board.

**Adopted by the Conway Public Library Board of Trustees on February 14th, 2006,
rev. 6/13/06, rev. 5/07/08, rev. 6/10/09, rev. 05/18/10, rev. 11/19/18.**



Investments

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A. Purpose

It shall be the purpose of this policy to direct the investment activity of the library income fund, trust funds and trust accounts in accordance with all applicable federal and New Hampshire state laws including, but not limited to, RSA 31:25, 35:9, 41:6, 202A:22 and 202A:23.

B. General objectives

The objectives of investment activities shall be as follows: first, safety and preservation of principal; second, liquidity; and third, maximizing the return for each fund and account. Foremost among these is safety of principal. With respect to return or yield, investment choices should be designed to attain a market rate of return, taking into account the primary objectives of safety and liquidity.

C. Standards

The standards of care in making investment decisions shall be those of "the prudent investor" as defined in RSA 564B:9901–906. Those investments that the Trustees oversee for the library should not be for speculation, but for investment, always considering the safety of capital as well as the probable income.

D. Conflicts of interest

Trustees shall refrain from personal business activity that could conflict with the library's investment program or could impair their ability to make impartial investment decisions. Library Trustees shall disclose any significant outside activity or interest that could be related to the Library's investment performance.

E. Authorized financial institutions and depositories

The types of institutions and depositories which may be used for investment, custody, or income are those contained in RSA 31:25, a copy of which is attached and has been made a part of this policy. Where possible, in selecting financial institutions, preference should be given to those in the local area when the standards and objectives of this policy are not otherwise compromised.



Investments

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F. Authorized investments

Investments authorized by this policy are domestic and international common stock, preferred stock, U.S. government and corporate bonds, mutual funds, exchange traded funds, and cash equivalents.

G. Professional guidance

Whenever required or deemed necessary by the Board, professional guidance will be requested of licensed and experienced professionals in the investment field. The board will hire or employ the trust department or departments of a bank or banks or a brokerage firm to assist in the management and investment of trust fund resources, pursuant to RSA 31:38A and in compliance with the investment guidelines outlined in this policy.

H. Diversification

Portfolios of investments shall be diversified. Excessive concentration in one instrument, institution, issues, or maturity is to be avoided. No single equity or fixed income instrument may constitute more than 10% of the market value of the investment portfolio.

I. Allocation

The investment management firm retained by the Board will target the following asset mix for the portfolio: 50% equities and 50% fixed income investments. Neither the fixed income nor the equity component of the portfolio will dip below 35% or exceed 65% of the total value.

J. Deviation from this policy

Any deviation from these policy guidelines shall require the approval of the Board of Trustees.

K. Approval of this policy

This policy shall be reviewed and approved at least annually by the Trustees.

Adopted by the Conway Public Library Board of Trustees on February 14th, 2006, rev. 6/13/06, rev. 5/07/08, rev. 6/10/09, rev. 4/11/12, rev. 1/26/15. Affirmed 5/15/17.



Library & Community Bulletin Board

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The Conway Public Library offers community residents of all ages access to information sources, a place to gather, opportunities for lifelong learning and personal growth, and popular materials to meet cultural, educational, and recreational needs. Towards that mission, the Library maintains a Library Bulletin Board, located in the main lobby, as well as a Community Bulletin Board, located near the Ham Community Room, on which may be posted information of common interest to all residents.

A. Library Bulletin Board

The Library Bulletin Board and adjacent flyer/brochure display rack are maintained by the Library and are intended to disseminate information about Library programs and services. As the Friends of the Conway Public Library helps to support the Library, information about membership, board meetings, fundraising efforts and any Friends-sponsored special events may be posted on the Library Bulletin Board. Town of Conway announcements of vital, timely importance to the community also may be posted.

B. Community Bulletin Board

The Community Bulletin Board and adjacent flyer/brochure display rack is reserved for information related to nonprofit organizations, independent artists performing or exhibiting at non-profit venues, the Conway School District, and accredited educational institutions which the Library staff determines to be of civic, educational, or cultural interest to the general public. The Community Bulletin Board is not to be used for commercial or advertising notices. Examples of the types of materials that may be considered for posting include government materials as well as notices of cultural, educational, and recreational events and/or activities. All notices must contain the name, address, and telephone number of the sponsoring organization.

Materials related to campaigns for public office will not be posted. Job advertisements will not be posted. Notices of church activities, such as public lectures, concerts, and bazaars will be considered, but literature about specific religions, religious observances, or flyers/brochures that seek membership will not be posted.



Library & Community Bulletin Board

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The Community Bulletin Board is maintained by the Library. **The Library will receive requests for postings at the check out desk.** Notices posted without authorization will be removed. Materials will be reviewed in a timely manner by designated staff to determine compliance with this policy and other Library policies. If necessary, the Library director will make a final determination of compliance. Library staff will post approved materials on the bulletin board or display rack. At times, lack of space will limit the ability to display an approved flyer/brochure. Designated staff will remove materials as they become outdated or if they have been posted for an excessive amount of time. The Library cannot be responsible for the return of any posted materials. The presence of a poster, brochure, flyer, or any other notice in the Library does not necessarily indicate that the Library either advocates or endorses the viewpoints expressed.

Adopted by the Conway Public Library Board of Trustees on March 29th, 2011.



Library Park

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Requests for use of the library park should be submitted in writing to the Conway Public Library's Director two months prior to the proposed event. Requests must include a proposed schedule of activities at the event. Once a request has been approved, the user is responsible for obtaining any and all necessary Town of Conway permits.

The following rules have been established by the Trustees for use of the park:

1. There are to be no intoxicants of any kind on the premises.
2. At the Library Director's discretion, users will provide a sufficient number of port-a-potties and not use the Library's toilet facilities.
3. Users will remove trash and debris resulting from use at the conclusion of the event.
4. There shall be no parking on the grass at any time or in the Library parking lot during the Library's hours of operation.
5. Users will provide their own electricity and any other utilities they may require.
6. Users will provide, prior to the date of the use of the park, a certificate of insurance naming the Conway Public Library as coinsured for the event as well as complete an agreement application, which may be obtained from the Library Director.
7. With the exception of the Library and the Friends of the Library, commercial advertising or booths are not permitted.
8. The park will not be used for commercial purposes. An event must be free and open to the public.

**Adopted by the Conway Public Library Board of Trustees on February 14th, 2006,
rev. 6/13/06, rev. 5/07/08, rev. 6/10/09, rev. 4/11/12.**



Library Programs

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The Conway Public Library offers programs that support the mission of the Library and meet the diverse needs of our community. Programming is an integral part of library service that:

- Expands the Library's role as a community resource
- Helps to turn non-users into users of the Library
- Provides information, entertainment, and promotes lifelong learning
- Compliments materials held in the collection

Recognizing the diversity of our community, the Library shall offer a wide variety of programming for people of all ages. Programming will be determined by such factors as community interest and budget limitations. The Library will collect information and gather feedback from the community about library programming.

The Library may impose any restriction on a program so long as the restriction is not inconsistent with any existing policy.

Library programs may be held outside of normal operating hours or off site.

While all programs are free and open to the public, fees for supplies may be assessed. Donation jars are allowed but must be approved in advance by the Library Director.

The Library may develop community partnerships with other organizations to host, produce, promote, and cover expenses for programs. When developing programs, the library shall do so in a manner that does not discriminate on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, parental status, military service, or other non-merit factor.

Library programs shall be held in a manner consistent with the Americans with Disabilities Act. To request a reasonable accommodation for a disability, call 603-447-5552. Three days' notice is requested.

A Certificate of Liability that names Conway Public Library as a co-insured party may be required if the program involves live animals or could potentially expose attendees to harm/injury.

Fundraisers for non-profit organizations may be held at the Library at the discretion of the Library Director.



Library Programs

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If a member of the public would like to express concerns about a program, they should address their comments first to the Library Director. If the patron is not satisfied with the response of the Director, they may then address their concerns to the Board of Trustees at a duly organized meeting of the Board.

Possession of a Conway Public Library account is not required to participate in any library program.

A. Library Expectations of Presenters

- Presenters are expected to give their programs as described to library staff.
- Presenters are expected to provide as much information as possible to Library staff about the program and will work with the staff to promote the program to the fullest extent possible.
- The Library reserves the right to withhold payment for a program if, in the opinion of the staff, the presenter did not give the program that was expected.
- Presenters are not allowed in non-public areas of the building without the permission of library staff.

B. Background Checks for Presenters

Presenters may be subject to a criminal background check when the program is multi-session and the intended audience are minors.

Background checks shall be conducted at the expense of the Library.

Presenters whose program is intended for adults shall not be subject to a criminal background check.

All background verification information obtained will be kept confidential to the extent permitted by law. The information obtained will not be provided to any parties other than to designated Conway Public Library personnel or legal counsel with a need to know.

This policy shall be reviewed and affirmed by the Trustees on a biannual basis.

Adopted by the Conway Public Library Board of Trustees on December 17th, 2019.



Library Use

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The mission of the Conway Public Library is to offer community residents of all ages access to information sources, a place to gather, opportunities for lifelong learning and personal growth, and popular materials to meet cultural, educational, and recreational needs. Service will not be denied to anyone who visits the library (on site, by phone, or virtually) because of religious, racial, social, economic or political status, disability, age, or sexual orientation. To help us provide a welcoming environment for hosting these activities, please do the following when you are in the library:

- A. **Speak quietly to those around you.** In addition, the use of cell phones is prohibited. Individuals shall make or receive cell phone calls outside the building. Also, portable audio devices or other entertainment or communication devices are permitted as long as headphones or earbuds are used and the volume is at a level that does not disturb others. Be conscious of the noise level of your conversations in order to respect others using the library. Small tables are available around our facility for group work and tutoring. But, remember voices carry. Please refrain from using profanity.
- B. **Help us keep our facility clean.** Food and beverages may only be enjoyed in the Ham Community Room at various library programs and community events. Therefore, we ask individuals to enjoy food and beverages prior to visiting our facility. Upon entering the building, individuals with food or beverages will be asked to leave the items at the circulation desk for safekeeping during their visit to the library. Please note that individuals may use the water fountain located on the lower level of our facility. Also, please utilize the trash receptacle bins located throughout our facility as the need arises.
- C. **Walk.** Running, fighting, shoving, and throwing are prohibited. The use of skateboards, scooters, or bikes on any and all of the library's outside ramps and steps is prohibited. Such activities are dangerous and could result in someone getting hurt. Individuals riding bicycles or scooters to the library may utilize the bike rack located near the entrance.
- D. **Dress properly.** This means a shirt and shoes (Shoes must be kept on at all times). No wet swimsuits or cleats, please.
- E. **Keep children safe.** Children of all ages are welcome to use the library. However, responsibility rests with the parent/guardian or assigned chaperone and not with the library personnel. Children under ten may not be left unattended.
- F. **Leave your pets at home.** Animals needed to assist the disabled are permitted.
- G. **Breathe fresh air.** The entire library campus is a smoke free environment.



Library Use

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- H. **Respect library property.** Mutilating, damaging, defacing or stealing library property is prohibited by law. Children's furnishings and toys in the children's area are reserved for children's use only. Feet should remain on the floor, not on chairs or tables. Staff may inspect oversized bags and other articles that could be used to conceal library property.
- I. **Respect others.** The library reserves the right to ask any individual whose conduct is considered inappropriate or whose behavior either consciously or unconsciously violates or restricts the rights to use the library to leave the premises.
- J. **Abide by this policy.** Anyone failing to modify their behavior when asked to do so will be instructed to leave the building. The Library Director has the right to ban anyone from the library who defies this policy. Illegal activities will be reported to the Conway Police Department.

**Adopted by the Conway Public Library Board of Trustees on February 14th, 2006,
rev. 6/13/06, rev. 5/07/08, rev. 6/10/09, rev. 05/18/10, rev. 11/21/16.**



Materials Selection & Collection Development

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A. Scope

The Conway Public Library selects materials in support of its mission:

"The Conway Public Library offers community residents of all ages access to information sources, a place to gather, opportunities for lifelong learning and personal growth, and popular materials to meet cultural, educational, and recreational needs."

The emphasis of the collection is on acquiring materials of wide-ranging interest to the general public and offering choice of subjects, perspectives, and formats that meet most library needs within current budget limitations.

B. Responsibility for Selection

Authority for collection maintenance, including selection and weeding of materials is delegated by the Library Board of Trustees to the Library Director and the Director's designated staff.

C. Selection Criteria

A public library should serve the total community. With this in mind, consideration will be given to acquiring a collection which meets the needs of all segments of the society. The Library Director and the Director's designated staff are mindful of the needs and interests of Conway residents and select materials accordingly. Suggestions by individual citizens and local groups will be given consideration, but the Library Director will make the final determination of titles to be purchased.

Materials are evaluated as complete works and not on the basis of a particular passage or passages. A work will not be excluded from the library's collection solely because it represents a particular aspect of life, because of frankness of expression, or because it is controversial. Parents or guardians are responsible for the reading, listening, and viewing selections of minors. Selection of materials intended for an adult audience will not be restricted by the possibility that these materials may come into the possession of minors. The selection of an item is not meant to express or imply an endorsement of the author's work or viewpoint.

All acquisitions, whether purchased or donated, are evaluated by the following standards and in accordance with guidelines stated by the American Library Association in its Library Bill of Rights, Freedom to Read and Freedom to View statements. An item need not meet all of the



Materials Selection & Collection Development

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criteria to be acceptable, nor will any single criterion be decisive. Neither the order of the general criteria nor the order of items in a list of specific criteria indicates relative importance.

Selection may be based upon:

- i. a title's present and potential relevance to community needs.
- ii. a title's importance as a document of the times.
- iii. a title's format and its appropriateness and effectiveness to content.
- iv. the reputation and/or significance of author, publisher or producer.
- v. a positive review in one or more appropriate professional journals.
- vi. positive critics' and staff members' reviews.
- vii. a title's relationship to existing materials in the collection.
- viii. budgetary limitations.
- ix. a title's lack of availability or easy accessibility from other lending sources.
- x. lack of sufficient and current materials available on the same subject.
- xi. the author, illustrator, or subject residing locally.
- xii. whether a title's format is appropriate to library use and is not easily damaged.
- xiii. a title's enhancement of a specific collection within the library.
- xiv. the author or producer being already represented in the collection.
- xv. the title's literary and artistic merit.
- xvi. the accuracy of content.
- xvii. popularity with library users, current literary trends, or publisher predictions.
- xviii. a request made by a library user.
- xix. the material's ability to support the Conway School District curriculum.
- xx. Current availability within the Northern New Hampshire Library Cooperative (NNHLC)

D. Third Party Electronic Materials

The library may enter into agreements with third party vendors who provide access to electronic materials such as downloadable books, movies, music, newspaper articles and television shows. Library staff shall develop and implement procedures and rules for the delivery of these services.

E. Memorial Gifts

Monetary gifts can be made to the collection to honor a family member or friend via the Friends of the Conway Public Library. Donors may request that a gift be purchased from within a subject area, but title selections will be made by staff in accordance with the Materials



Materials Selection & Collection Development

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Selection/Collection Development Policy and based on need. The gift will have a bookplate acknowledging the honoree and acknowledgement letters will be sent per the donor's request. Memorial gifts will be evaluated as part of the library collection, and may be withdrawn if at some point deemed appropriate according the library's weeding guidelines.

F. Donations

The Friends of the Conway Public Library gratefully accepts gently used donations of hardback books, paperbacks, children's books, DVDs, audiobooks on CD, music CDs, and puzzles, which are then sold at the ongoing book sale to raise library funds. The library reserves the right to not accept donations. Library staff cannot appraise items or indicate a value in anyway.

Approved by the Trustees, January 18th, 2022

G. Interlibrary Loan

Items not held in the library's collection because they are beyond its scope or because of limited budget and space may be available to Conway residents through Interlibrary Loan. Only library users in good standing may request material from another library. Users may request most titles available through the library's participation in the New Hampshire Union Public Access Catalog (NHU-PAC Database). If the item is unavailable in New Hampshire, the requesting library user will be asked if she/he wishes the library to perform an out-of-state search. Borrowing fees required by out-of-state or private libraries will be paid for by the user. Staff shall develop procedures and rules for the implementation of the ILL program.

H. Weeding

The library maintains an up-to-date and currently useful collection through continuous evaluation. When materials are determined to no longer be of value to the collection, they are withdrawn. Library staff shall develop procedures and rules for the removal of items from the collection.

Withdrawn materials that are still in good condition will be donated to the Friends of the Library to be sold in their book sale.

I. Reconsideration of Library Materials

Questions about items in the collection will be directed to the Library Director.



Materials Selection & Collection Development

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Requests for reconsideration of library materials may only be submitted by residents and taxpayers of the Town of Conway. Nonresident cardholders are not eligible to submit such requests.

If the individual still desires to question the appropriateness of the item, she/he is required to put her/his request in writing by completing and signing the form entitled "Request for Reconsideration of Library Materials" (available at the circulation desk) and submit it to the Library Director. An integral part of the library's Materials Selection/Collection Development Policy is that materials are evaluated as complete works and not on the basis of a particular passage or passages. Therefore, only those requests in which the initiator has read/listened/viewed the ENTIRE work will be considered.

Upon receipt, the Library Director will appoint an ad hoc committee of library staff including, but not limited to, the director and the librarian responsible for the collection in which the item in question is located. Referring to the library's Materials Selection/Collection Development Policy, the committee will review the request and make a decision. The Director will communicate the committee's decision in writing to the person who initiated the request and to the Library Board of Trustees.

In the event that the person who initiated the request is not satisfied with the committee's decision, she/he may request a hearing before the Library Board of Trustees at their regularly scheduled meeting by making a written request to the President of the Board. The Board reserves the right to limit the length of the presentation and number of speakers. The request for reconsideration shall be listed in the agenda and include the name of the person making the request. The Board will determine whether the request for reconsideration has been handled in accordance with the Library's stated policies and procedures. On this basis, the Board will vote to uphold or override the decision of the Library Director.

Materials not owned by the Conway Public Library but owned by other libraries within the Northern New Hampshire Library Cooperative are not subject to reconsideration by the Conway Public Library Board of Trustees.

Note about third party electronic materials

The library shall not accept requests for reconsideration of an item that is a part of a larger collection of electronic materials offered by a third party vendor. In this scenario the request for reconsideration can only be for the entire service.

Adopted by the Conway Public Library Board of Trustees on January 18th, 2022.



Meeting Room

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Conway Public Library recognizes the rights of free speech and free assembly. The Conway Public Library meeting space is available for use by members of our communities to encourage free expression and free access to ideas presenting all points of view on subjects of all kinds. Conway Public Library supports and endorses the American Library Association Library Bill of Rights, which states that public library meeting rooms, “should be made available to the public served by the given Library on an equitable basis, regardless of the beliefs or the affiliations of the individuals or groups requesting their use.” The granting of permission to use the library meeting spaces, however, in no way signifies that the library, its staff, its Board of Trustees, or the Town of Conway as sponsoring or cosponsoring an event. Nor does such approval signify that the library or the Town supports the policies, philosophies, or programs of the applicant organization.

Procedures governing the public use of the library meeting room are as follows:

1. The meeting room is intended for public gatherings of a civic, cultural, or educational nature during the hours the library is normally open. The library meeting room is not available for commercial purposes. Application for use of the room is made in advance through the librarian. All approvals will be granted at the sole discretion of the librarian.
2. All programs in the meeting room must be opened to the public. No applicant may charge a fee for admission to the event. Registration fees to cover the cost of materials for classes or workshops offered by non-profit organizations in the meeting room are allowed at the sole discretion of the librarian.
3. A nominal service fee or an extension of hours for any event is at the sole discretion of the librarian.
4. Library programs will be given priority when reserving the meeting room. Reservations for the application of the use of the meeting room should be within the hands of the librarian at no more than six (6) months and not fewer the twenty-four (24) hours in advance of the event.
5. The meeting room may not be booked on a continuing basis by any group except for library or Town related groups.
6. The programs may not disrupt the use of the library by others. Citizens attending any meetings are subject to all library rules and regulations.
7. Library facilities must be left in a clean or orderly condition, and chairs replaced as originally set up.
8. No alcoholic beverages may be served in the library, and smoking is prohibited throughout the library grounds.
9. The library will not be responsible for material or equipment left in the building by users.
10. The library reserves the right to revoke meeting room privileges any time.



Meeting Room

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11. All applicants must include in notices of their meetings and must state at each meeting that the approval of the use of the Conway Public Library Meeting Room does not constitute an endorsement by the Library Board of Trustees, its staff, or the Town of Conway of the content presented or the participants attending.
12. The library reserves the right to alter this policy as deemed necessary by the Board of Trustees.
13. Equipment belonging to the library, including the kitchen, may be used by the groups or the organizations at the discretion of the librarian. There should be no extra charge for such use, but an agreement shall be signed that a qualified person will be using the equipment and that the group or organization will be responsible for any damages that may occur. Each group using the library will be responsible for any and all damage caused directly or indirectly to the library, collections, equipment, facility, or services by or during its use of the library.
14. All programs taking place in the community room will strictly abide by the capacity limits as set by the Conway Village Fire Department. The capacity limit does not distinguish between events using chairs and events not using chairs. When it appears a library program might exceed capacity the library director will make every effort to move the program to an alternate venue. The library reserves the right to make any event ticketed. In the event the library makes an event ticketed, it will not charge a fee for tickets. Tickets will be available on a first come, first serve basis.
15. The "librarian in charge" shall serve as the liaison with the group when they are conducting their meeting/program.

**Adopted by the Conway Public Library Board of Trustees on May 7th, 2008,
rev. 11/13/09, rev. 6/20/16, rev. 11/16/20. rev., 6/15/21.**



Patron Services

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Residents of the Town of Conway will be issued a library card at no charge. Persons residing outside of the Town of Conway, but who own property, work, or attend school in the Town, are also eligible for a free library card. Proof of residency, taxpayer status, employment, or enrollment in a Conway school is required prior to a card being issued. The minimum age to receive a library card is 5.

Non-residents may register for borrowing privileges by paying an annual fee determined by the Library Board of Trustees. All non-resident cards shall be paid in full at the time of purchase. Proper identification must be presented prior to a card being issued.

Conway Public Library may enter into an agreement with other municipalities to provide library services to their residents.

**Adopted by the Conway Public Library Board of Trustees on February 14th, 2006,
rev. 6/13/06, rev. 5/07/08, rev. 6/10/09, rev. 05/18/10, rev. 4/11/12,
rev. 2014, rev. 5/18/15, rev. 7/21/15, rev. 6/12/24.**



Purchasing

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A. Introduction.

This policy is intended to provide the policies and procedures necessary for the conduct of purchasing activities for the Conway Public Library and promote public confidence in the procurement process.

This policy is designed to:

1. Encourage maximum competition through fair and equal opportunity to those qualified and interested bidders. Ensure that the taxpayers are getting the “best overall value” for their dollars.
2. Provide a uniform procedure for the procurement of material, equipment, supplies, and services.

B. Purchasing Procedures

1. All purchases require prior approval by the Library Director.
2. All purchases and expenditures for service shall have a purchase order.
3. Some of the factors considered when determining the “best overall value” are price, quality, warranty, service, availability, past performance with the Conway Public Library and references. In addition to this priority will be given to products made in the USA, recycled materials, and anything constructed through an environmentally friendly process.

C. For Purchases:

1. Under \$500.00: Employees are encouraged to do whatever is practical to secure competitive pricing from multiple sources.
2. Between \$500.00 and \$9,999.99: Informal bids from at least three sources must be obtained by the Library Director. Bids should be documented by written quotations from vendors. Direct solicitation is allowed.



Purchasing

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3. Over \$10,000.00: The formal sealed bid is used for major purchases. An invitation to bid must be publicly advertised in the legal paper of record at least fourteen (14) days prior to the date set for opening or in cases where no such business exists in the readership area, advertising on the NH Municipal Association's website may be an alternative method. Bid specifications require the approval of the Library Director or his/her designee. Formal bids must be received sealed and in writing by a posted deadline.

If at least three bids are not received the Library Director may require a re-bid.

D. Cases not Requiring Bidding Procedure

The Library Director may approve a purchase order without bid under the following conditions:

1. Only one known source of purchase, and there is no comparable substitute product or service; Written documentation supporting the sole source must be provided.
2. An item or service that is required on an emergency basis
3. An item previously awarded within the past twelve (12) months;

E. Emergency Procurements

Emergency Procurements Definition: Emergency procurements may be made when there exists a threat to public health, welfare or safety, provided that such emergency procurement shall be made with such competition as is practical under the circumstances.

F. Artificial Division Prohibited

Purchases shall not be artificially divided so as to create lower purchase amounts and therefore avoid some requirements of this policy. Whether or not a proposed purchase constitutes artificial division shall be determined by the Library Director.

G. Exceptions

Exceptions to the policy will be determined on a case-by-case basis by the Library Director with the approval of the Board of Trustees.



Purchasing

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H. Local Advantage

The Conway Public Library will make every effort to purchase from businesses located within the Mount Washington Valley. The Conway Public Library has a responsibility to the taxpayers of the Town to ensure that bids are awarded to vendors offering their products or services at the “best overall value” to the Library.

I. Cancellation and Rejection of Bids

An invitation to bid, request for proposal, or other solicitation may be canceled, or any or all bids or proposals may be rejected, in whole or part, as may be specified in the solicitation when it is in the best interest of the Library.

J. Ethics in Public Purchasing and Contracting

It shall be unethical for any Library employee involved in making procurement decisions to have personal investments in any business entity that will create a substantial conflict between their private interests and their public duties.

It shall be unethical for any person to offer, give, or agree to give any Conway Public Library employee, or for any Conway Public Library employee to solicit, demand, accept, or agree to accept from any vendor or business, a gift or gratuity in any amount in connection with any decision, approval, disapproval, or recommendation concerning a solicitation.

Inexpensive advertising items, bearing the name of a vendor, such as pens, pencils, paper weights, cups, candy, calendars, etc., are not considered articles of value or gifts in relation to this policy.

Adopted by the Conway Public Library Board of Trustees on July 16th, 2006.



Social Media

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A. Purpose

The purpose of the Conway Public Library's social media platforms is to provide information of public interest to the community's residents, businesses, visitors, and other members of the public. We encourage you to engage with the Library through social media and share pertinent information with your own network. Please note that the comments expressed on the Conway Public Library's social media sites do not reflect the opinions and positions of the Library or its trustees and employees. The Conway Public Library does consider its social media platforms to be moderated online discussion sites, and as such the Library reserves the right to remove comments that contain:

1. Profane language or content;
2. Content that promotes, fosters, or perpetuates discrimination;
3. Sexual harassment content;
4. Spam or comments that include links to external online sites;
5. Solicitation of commerce or advertisements including promotion or endorsement;
6. Promotions of particular services, products, or political candidates or organizations;
7. Content that violates legal ownership interest of any other party, such as copyright or trademark infringement;
8. Information that may compromise the safety or security of the public or public systems.

Violators of this policy may have their comments removed from the Conway Public Library's official social media platforms. Continued or egregious violations of this policy may prompt the Library to further restrict an individual's commenting on Conway Public Library's social media platforms. **Comments may only be removed by the Director or Assistant Director. If a member of the public feels a comment has been removed in violation of this policy, they may have their complaint addressed by the Board of Trustees.**

B. Non-Endorsement Clause

Conway Public Library is neither responsible for the content, nor endorses any site, which has a link to or from our social media platforms. The Library may follow, like, or share content on or from other social media sites for informational purposes only and such actions do not constitute or imply endorsement, agreement, or support of any site content or sponsor.



Social Media

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C. Formal Public Comment

Social media posts do not constitute official public comment and will not be included in the official record for the Conway Public Library board's consideration. The Library considers opinions expressed on any social media platform as posted for discussion only and not as a substitute for a formal statement in the public comment process. Comments intended to become part of the official public comment process should be submitted during the public comments portion of the monthly Board of Trustees meeting.

D. Photography and Video Release Statement

Programs or events sponsored by the Conway Public Library may be photographed or video-recorded. Attendance at a Library sponsored program or event constitutes the consent of all attendees, and the consent of the parents or legal guardians of any minor children in attendance, to the future broadcast, publication, or other use of photographs or videos at the sole discretion of Conway Public Library.

The Library staff will make every effort to inform the public about this policy. Should an employee, patron, or the parents or guardians of such persons who are under the age of 18 not want to be photographed, video-recorded, or have their name or biographical information used in connection with any such recording, they must submit a completed Photo Opt-Out form to the Conway Public Library. The Library will make every effort to honor an individual's opt-out status, however it is the responsibility of the individual to remove themselves from areas in which photography and/or recording is taking place, or notify the camera operator of their opt-out status. Failure to do so may result in that individual's inclusion in a photograph or recording and will be treated as consent for the Library to utilize that photograph or recording accordingly. **The library will honor any request from an individual to have their photo, or that of their minor child, removed.**

E. Right to Know Law NH RSA 91-A

Contents posted on library social media sites may be considered public records subject to disclosure under the New Hampshire "Right To Know" law, RSA 91-A.

F. Policy Review: The Trustees shall review this policy on an annual basis.

Adopted by the Conway Public Library Board of Trustees on March 18th, 2019.



Temporary Telecommuting

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A. Employment Relationship

Telecommuting does not change Conway Public Library (CPL) expectations or obligations regarding the employment relationship. All employees, including telecommuters, are subject to employment policies and procedures set forth in our Employee Handbook and other policy documents.

B. Job Duties

The employee's duties, obligations, responsibilities and conditions of employment with the Library remain unchanged. Job responsibilities, standards of performance and performance appraisals remain the same as when working at the regular work site.

C. Timekeeping

Telecommuters must document their time and tasks on a daily basis and must take all required breaks. A non-exempt telecommuter must also take his or her required breaks and must obtain pre-approval to work overtime in accordance with CPL policy. Working unauthorized overtime, failing to take required breaks, or failing to keep accurate timesheets and/or turn them in on time may result in corrective action in accordance with the personnel manual.

D. Schedule/Workweek

Telecommuters must present a work schedule that is agreeable to the Library Director. Unless other specific arrangements are made with the Director, the telecommuter agrees to be accessible during the agreed upon working hours while working from his or her remote office.

E. Unauthorized use of CPL Property

Employee agrees that only person(s) expressly authorized by CPL may use the equipment as provided for the remote work location and the employee will follow the same rules for equipment use as designated in the personnel manual.

F. Termination of Telecommuting Agreement

CPL, with or without cause or advance notice may alter or cancel the telecommuting agreement at any time.



Temporary Telecommuting

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G. CONFIDENTIALITY & CONDUCT

Employees who telecommute must maintain the security of all confidential and/or sensitive information as if they were working at the Library.

H. HEALTH AND SAFETY

The remote telecommuter is responsible for designating and maintaining a workplace that is free from recognized hazards and that complies with all occupational safety and health standards, rules, and regulations. Telecommuters are responsible for setting up and maintaining an ergonomically correct workstation. CPL is not liable for any loss, damage, or wear of any equipment, furniture, or supplies owned by the telecommuting employee.

I. Reporting an Injury

The employee must report any work-related injuries to their Supervisor. This is no different than the expectation of an employee when working in the office. The Employee agrees that it may be necessary for the Primex to visit your home office to investigate an injury report.



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J. Employer Liability

CPL assumes no liability for injuries to you that occur outside of the home work area or outside of your working hours. In addition, CPL makes no representations on the personal tax and insurance implications of this telecommuting arrangement; it is the Employee's obligation to address these issues on his/her own.

I _____ (print name) have read and understand the Temporary Telecommuter Policy and agree to the duties, obligations, responsibilities and conditions for employees working offsite. I understand that I remain subject to all CPL policies and employee personnel manual including, but not limited to, use of technology, confidentiality, unlawful harassment and workplace safety.

I understand that I must maintain a specific telecommuting location and works hours as agreed upon between CPL and myself. Additionally, I must furnish and maintain my remote work space in a safe manner, employing appropriate telecommuting security measures and protecting library assets, information and systems.

I also understand that CPL may change the conditions under which I am authorized to telecommute or may cancel the privilege of telecommuting or may request my presence in the library, with or without cause and with or without notice.

My signature below certifies that I have read, understand and agree to the CPL Temporary Telecommuting Policy.

Employee Signature Date

Director Signature Date

Adopted by the Conway Public Library Board of Trustees on April 13th, 2020.



Trustee Access to Personnel Files

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No Trustee shall have access to view employee personnel records without the approval of the Board of Trustees. Any Trustee who wishes to review an employee's personnel file shall make the request in open session at a duly organized Library Trustee meeting. A majority vote in the affirmative is required for the Trustee to view the records. The request must be noted on the agenda for that meeting. The agenda shall name the Trustee(s) who are requesting to view the records and the name of the employee(s) whose records are to be viewed.

No records shall be reproduced in any manner and the Trustee(s) must view them in the Director's Office.

Adopted by the Conway Public Library Board of Trustees on August 21st, 2017.



Trustee - Employee Liaison

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The Board of Trustees of the Conway Public Library seeks to create a work environment that encourages transparency, trust, openness and communication. As part of this effort, the Board has approved the creation of a Trustee/Employee Liaison program for Library employees as described in this Policy.

The intent of this program is to provide Library employees with the ability to speak directly with an identified Trustee to raise concerns about any matter related to their employment. This program does not take the place of the employee grievance procedures. Instead, the goal is to provide employees with a way to communicate concerns that may not be appropriate for the grievance procedure but which affect the employee's job, working conditions, job performance, or work environment.

Board members will rotate to serve as the Trustee/Employee Liaison. The first assigned Liaison will attend an upcoming Library staff meeting to introduce and explain this program. The Liaison is empowered on behalf of the Board to accept concerns raised by any Library employee about any matter related to their employment. The Liaison will bring such concerns to the full Board of Trustees for discussion by the Board in a nonpublic session of a Board meeting held in compliance with RSA 91-A:3. The Liaison does not have authority to make decisions for the Board regarding any potential action to be taken in response to employee concerns, and the Liaison will refrain from discussing employee concerns outside of a nonpublic session except as directed or permitted by the Board.

Employees may communicate with the Liaison either in person or by telephone. The Liaison will hold "office hours" at the Library which will be posted on the 1st of each month. The first rotation will begin immediately and end at the end of next month. In addition, employees may reach the Liaison by telephone during office hours. This program is intended to be in effect for a period of six months from the date below. The Board of Trustees reserves the right to terminate this program at an earlier date or to extend it for a longer time, as the Board finds appropriate.

Adopted by the Conway Public Library Board of Trustees on October 18th, 2022.



Volunteers

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The mission of the Conway Public Library volunteer program is to encourage and expand the involvement of community members in the growth of the Library and themselves. Library volunteers enhance library services by supplementing library staff, however volunteers cannot take the place of a paid staff member. Similarly, any individual shall not be considered a volunteer if the individual is otherwise employed by the Library to perform a similar type of service. Work completed by library volunteers is considered casual and informal. Examples of this type of work include assisting with library programs and events, sorting and selling items donated to the library, gardening and maintaining the library park, helping keep library shelves organized and items in the correct location, and general office or clerical duties.

A volunteer must be officially accepted into the volunteer program by the Library prior to performing any task. Adult volunteers must complete and submit the Volunteer Application Form to be considered for the volunteer program. Youth volunteers must abide by the additional criteria detailed below. Volunteer applicants will be considered without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status. The sole qualification for volunteer recruitment shall be suitability to perform a task on behalf of the Library. All volunteer information will be kept for internal use only and accorded the same confidentiality as staff personnel records.

Volunteers act as ambassadors of the Library and are therefore bound by the rules contained in all library policies and personnel manual. Both the volunteer and the Conway Public Library reserve the right to terminate the volunteer's association with the Library at any time, for any reason, with or without cause.

Pursuant to NH RSA 201-D:11, library staff and volunteers are required at all times to respect the right to privacy of patrons and employees. If a volunteer finds themselves in a position to observe peoples' reading choices, or other personal information, these observations must not be shared with anyone outside the Library.

Neither the Town of Conway nor the Conway Public Library will provide any medical, health, or accident benefits for any volunteer. The Library does not assume responsibility for any injury that a volunteer may sustain. Volunteers will not be eligible to receive any worker's compensation benefits for any injuries sustained while functioning as a volunteer. The Library tries to ensure that volunteer tasks are always safe. If there is a task a volunteer feels uncomfortable doing, it is their responsibility to let a staff member know.



Volunteers

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A. Background checks

Volunteers who work directly with children shall be subject to a criminal background check. The background check must be completed before any volunteer service can begin. The cost of the background check shall be paid for by the Library.

A parent or guardian who is assisting in a program that their child is participating in shall not be considered a volunteer and is not subject to a background check.

B. Youth Volunteers

The minimum age for youth to volunteer at the Conway Public Library is 14 years of age or older. Volunteers age 17 or younger will not be permitted to volunteer during school hours or for more than 3 hours each day. To comply with both state and federal laws, the following items must be on file for any youth volunteer that is volunteering under the auspices of the Library:

1. NH Youth Employment Certificate
2. NH Department of Labor Parental Permission Form
3. Proof of age showing the volunteer is 14 years of age or older

Adopted by the Conway Public Library Board of Trustees on March 15th, 2021.



Conway Public Library Board of Trustees Bylaws

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Seven Trustees shall be elected to a three year term on a regular ballot at Town Meeting in accordance with New Hampshire Statutes (see Chapter 202:A Public Libraries). Candidates must file for the office with the Town Clerk, as announced in February. There is no filing fee. After the election, those elected shall be sworn in by the Town Clerk.

According to state law, no Trustee shall receive any compensation for services rendered as Trustee.

Whenever a vacancy occurs among the trustees, the Board of Selectmen shall, by law, fill it by appointment until the next Town Meeting. The Chairperson of the Trustees shall notify the Selectmen of the vacancy and provide a recommendation for a replacement.

Each Trustee is expected to attend at least 75% of the meetings each year.

Regular meetings shall be held in the library every month on the third Monday, unless voted otherwise by the Trustees. A special meeting may be called by the Chairperson or Library Director. A quorum shall consist of four members.

The Library Director (or Assistant Librarian) shall attend all meetings of the Trustees except those in executive session.

The following officers shall be elected by the Board each year:

- A. *Chairperson*, who presides at all meetings of the Board, and is responsible for the proper conduct and effectiveness of such meetings. He/She authorizes the call for any special meeting, appoints committee members, executes all documents authorized by the Board, and generally performs all duties associated with that office.
- B. *Vice Chairperson*, who assumes all duties of the Chairperson in his/her absence.
- C. *Secretary*, who is responsible for an accurate and timely record of all meetings of the Board, and performs other duties associated with that office.
- D. *Treasurer*, who works with the Library Director to insure that appropriate financial reports are made available to the Board on a timely basis. He/She assists the Library Director in preparing the annual budget, and presenting the budget to the Board for approval. He/She participates in the annual audit, and is responsible for reviewing any concerns related to the Library, and answering Board member's questions about the audit. He/She authorizes bills for payment, and performs all duties associated with that office.

Trustees may be removed from these offices at any meeting of the Board by a majority vote, in which event new officers will be elected from among the Trustees.

Committees shall be formed on an ad hoc basis. All minutes from committee meetings shall be kept on file in the library.



Conway Public Library Board of Trustees Bylaws

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Trustees may be reimbursed for state association dues and mileage to attend conferences and workshops.

Trustees will abide by all applicable laws regarding workplace harassment and hostile work environments.

The Trustees are the governing body of the Conway Public Library. Their duties shall include the following:

- A. Formulation, adoption, and revision of policies.
- B. Attainment of standards contained in the Conway Public Library Trustees Code of Ethics.
- C. Maintenance and future development of the Library and of the grounds.
- D. Hiring, dismissal, and annual performance evaluation of the Library Director. The Library Director will interview candidates for additional staff positions and shall make hiring recommendations to the Board.
- E. Submission of necessary reports to the town and state as required by law.
- F. Participation in procuring adequate financial support for the Library.
- G. Expenditure of the trust funds and the town funds appropriated for the Library.

Remote Participation in Meetings by Trustees

Participating in meetings remotely is suboptimal and should not be a normal course of action. Trustees may participate in meetings remotely although a majority or quorum of the Board must be physically present. Trustees shall inform the Chair of their desire to participate remotely at least one week in advance of the meeting. Trustees need to provide a legitimate reason for participating remotely. The Chair will either allow or not allow the request. In the event the Chair wants to participate remotely, they shall make the request to the Vice Chair. Meeting minutes shall note who is attending the meeting remotely.

Remote meeting participation will be consistent with RSA 91-A:2, III. If a Trustee participates remotely the following conditions must be met:

- A. Each part of the meeting must be audible “or otherwise discernable” to the public at the location of the meeting.
- B. Any member participating remotely must identify the persons present in the location from which the member is participating.
- C. All votes must be by roll call.

Annual Review of Bylaws: Bylaws will be reviewed annually.

**Adopted by the Conway Public Library Board of Trustees on July 25th, 2011,
rev. 8/15/16, rev. 1/18/22.**



Code of Ethics for Conway Library Trustees

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As a Conway Library Trustee, I will...

- A. Abide by all state and federal laws that apply to NH public libraries, including the provisions of the Right to Know Law (RSA 91-A) whereby ensuring that all meetings are open to the public, except where executive session is allowed by the law, and that records of those meeting are available for public review.
- B. Sustain the core freedoms of our democracy and the principle of intellectual freedom by providing equal access to a broad diversity of viewpoints, beliefs, information, and the various forms of media and will provide unbiased and courteous responses to all requests.
- C. Respect the confidential nature of Library business by not disclosing this information to anyone. This includes each library user's right to privacy and business discussed in meetings that are held in executive session, where the minutes are sealed.
- D. Actively participate in board and committee meetings and will recognize that all authority is vested in the board as a whole, when it meets in legal session, versus with individual board members. Show respect, fairness and good faith toward all board members, library employees, and patrons.
- E. Avoid conflicts of interest, including financial, when making decisions for or about the library by disqualifying myself from those decisions.
- F. Strive for excellence by maintaining and enhancing my own knowledge and skills through participation in professional development and by encouraging staff to do the same.
- G. Respect the director by not undermining his/her authority in the supervision of staff and in the day to day management of the library.
- H. Maintain the financial integrity of the library by creating a budget that meets the financial needs to operate, by overseeing and protecting the library's investments, by participating in fundraising events that perpetuate the library, and by advocating for the library with town officials and residents to keep their support of the library.



Friends of the Conway Public Library

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The Friends of the Conway Public Library is a 501(c)3 non-profit organization.

Friends are people who believe excellent library services are important to everyone and add to the quality of life in their community. The Friends of the Conway Public Library formed in 1998 to assist with the planning and financing of the 100th Anniversary Celebration in 2001 and consequently to assist with funding the library addition.

As a nonprofit support group, the Friends work with the library staff and the Board of Trustees to promote the goals and objectives, as well as the full range of services and resources, offered by the Conway Public Library. They share a common goal of preserving and protecting intellectual freedom.